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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/886,457	06/20/2001	Greg Udelhoven	1340.002US1	4980
21186	7590	08/25/2005	EXAMINER	
SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A. P.O. BOX 2938 MINNEAPOLIS, MN 55402-0938			SALIARD, SHANNON S	
			ART UNIT	PAPER NUMBER
			3639	

DATE MAILED: 08/25/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 09/886,457	Applicant(s) UDELHOVEN ET AL.	
	Examiner Shannon S. Saliard	Art Unit 3639	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 06/20/01.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-37 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-37 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 1/14/02 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input checked="" type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Drawings

1. The drawings filed on January 14, 2002 are acceptable subject to correction of the informalities indicated on the attached "Notice of Draftsperson's Patent Drawing Review," PTO-948. In order to avoid abandonment of this application, correction is required in reply to the Office action. The correction will not be held in abeyance.

INFORMATION ON HOW TO EFFECT DRAWING CHANGES

Replacement Drawing Sheets

Drawing changes must be made by presenting replacement sheets which incorporate the desired changes and which comply with 37 CFR 1.84. An explanation of the changes made must be presented either in the drawing amendments section, or remarks, section of the amendment paper. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFRqw 1.121(d). A replacement sheet must include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. The figure or figure number of the amended drawing(s) must not be labeled as "amended." If the changes to the drawing figure(s) are not accepted by the examiner, applicant will be notified of any required corrective action in the next Office action. No further drawing submission will be required, unless applicant is notified.

Identifying indicia, if provided, should include the title of the invention, inventor's name, and application number, or docket number (if any) if an application number has not been assigned to the application. If this information is provided, it must be placed on the front of each sheet and within the top margin.

Annotated Drawing Sheets

A marked-up copy of any amended drawing figure, including annotations indicating the changes made, may be submitted or required by the examiner. The annotated drawing sheet(s) must be clearly labeled as "Annotated Sheet" and must be presented in the amendment or remarks section that explains the change(s) to the drawings.

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Timing of Corrections

Applicant is required to submit acceptable corrected drawings within the time period set in the Office action. See 37 CFR 1.85(a). Failure to take corrective action within the set period will result in ABANDONMENT of the application.

If corrected drawings are required in a Notice of Allowability (PTOL-37), the new drawings **MUST** be filed within the **THREE MONTH** shortened statutory period set for reply in the "Notice of Allowability." Extensions of time may **NOT** be obtained under the provisions of 37 CFR 1.136 for filing the corrected drawings after the mailing of a Notice of Allowability.

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

2. **Claims 12 and 36** are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

As per **claims 12 and 26**, the limitation "copying the data regarding the co-traveler's itinerary into a current traveler's itinerary" is vague and indefinite. It is unclear to the examiner what the applicant is attempting to set forth. For the purpose of this review, the examiner will interpret the claim to read "copying the data regarding the co-traveler's itinerary into the co-traveler's current itinerary."

Claim Rejections - 35 USC § 101

35 U.S.C. 101 reads as follows:

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Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

3. Claims 1-13 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

The basis of this rejection is set forth in a two-prong test of:

- (1) whether the invention is within the technological arts; and
- (2) whether the invention produces a useful, concrete, and tangible result.

For a claimed invention to be statutory, the claimed invention must be within the technological arts. Mere ideas in the abstract (i.e., abstract idea, law of nature, natural phenomena) that do not apply, involve, use, or advance the technological arts fail to promote the "progress of science and the useful arts" (i.e., the physical sciences as opposed to social sciences, for example) and therefore are found to be non-statutory subject matter. A claim limited to a machine or manufacture which has practical application in the technological arts is statutory. In most cases, a claim to a specific machine or manufacture will have practical application in the technological arts. See MPEP 2106, 2100-14 (quoting *In re Alappat*, 33 F.3d at 1544, 31 USPQ2d at 1557). Additionally, for subject matter to be statutory, the claimed process must be limited to a practical application of the abstract idea or mathematical algorithm in the technological arts. See *In re Alappat* 33 F.3d at 1543, 31 USPQ2d at 1556-57 (quoting *Diamond V. Diehr*, 450 U.S. at 192, 209 USPQ at 10). For a process claim to pass muster, the recited process must somehow apply, involve, use, or advance the technological arts. See *In re Musgrave*, 431 F.2d 882, 167 USPQ 280 (CCPA 1970).

In the present case, claims 1-13 only recite an abstract idea. The recited steps of merely obtaining information about a customer and travel services from a Global Distribution System to display traveler data in conjunction with the information from the GDS does not apply, involve, use, or advance the technological arts since all of the recited steps can be performed in the mind of the user or by use of a pencil and paper. These steps only constitute an idea of how to respond to a travel request made by a customer.

As to technological arts recited in the preamble, mere recitation in the preamble (i.e., intended or field of use) or mere implication of employing a machine or article of manufacture to perform some or all of the recited steps does not confer statutory subject matter to an otherwise abstract idea unless there is positive recitation in the claim as a whole to breathe life and meaning into the preamble. In the present case, none of the recited steps are directed to anything in the technological arts as explained above with the exception of the recitation in the preamble that the method is "computerized". Looking at the claim as a whole, nothing in the body of the claim recites any structure or functionality to suggest that a computer performs the recited steps. Therefore, the preamble is taken to merely recite a field of use.

Additionally, for a claimed invention to be statutory, the claimed invention must produce a useful, concrete, and tangible result. An invention, which is eligible or patenting under 35 U.S.C. 101, is in the "useful arts" when it is a machine, manufacture, process or composition of matter, which produces a concrete, tangible, and useful result. The fundamental test for patent eligibility is thus to determine whether the

claimed invention produces a “use, concrete and tangible result”. See *AT&T v. Excel Communications Inc.*, 172 F.3d at 1358, 50 USPQ2d at 1452 and *State Street Bank & Trust Co. v. Signature Financial Group, Inc.*, 149 F.3d at 1373, 47 USPQ2d at 1601 (Fed. Cir. 1998). The test for practical application as applied by the examiner involves the determination of the following factors”

(a) “Useful” – The Supreme Court in *Diamond v. Diehr* requires that the examiner look at the claimed invention as a whole and compare any asserted utility with the claimed invention to determine whether the asserted utility is accomplished. Applying utility case law the examiner will note that:

- i. the utility need not be expressly recited in the claims, rather it may be inferred.
- ii. if the utility is not asserted in the written description, then it must be well established.

(b) “Tangible” – Applying *In re Warmerdam*, 33 F.3d 1354, 31 USPQ2d 1754 (Fed. Cir. 1994), the examiner will determine whether there is simply a mathematical construct claimed, such as a disembodied data structure and method of making it. If so, the claim involves no more than a manipulation of an abstract idea and therefore, is nonstatutory under 35 U.S.C. 101. In *Warmerdam* the abstract idea of a data structure became capable of producing a useful result when it was fixed in a tangible medium, which enabled its functionality to be realized.

(c) "Concrete" – Another consideration is whether the invention produces a "concrete" result. Usually, this question arises when a result cannot be assured. An appropriate rejection under 35 U.S.C. 101 should be accompanied by a lack of enablement rejection, because the invention cannot operate as intended without undue experimentation.

In the present case, the claimed invention produces travel itineraries for a customer (i.e., repeatable) used for determining a schedule that best meet the customer's travel request (i.e., useful and tangible).

Although the recited process produces a useful, concrete, and tangible result, since the claimed invention, as a whole, is not within the technological arts as explained above, claims 1-13 are deemed to be directed to non-statutory subject matter.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

4. **Claims 1-3, 5-10, 13-15, 18-23, 24-27, 29-34, and 37** are rejected under 35 U.S.C. 102(b) as being anticipated by Flake et al [U.S. Patent No. 5,832,451].

As per **claims 1, 14, and 25**, Flake et al discloses a method for providing travel services, the method comprising: maintaining a traveler database having traveler information; receiving a request for at least one travel service, the request identifying a

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traveler; requesting information regarding the at least one travel service from a Global Distribution System (GDS); retrieving traveler data from the traveler database; and displaying the traveler data in conjunction with the information from the GDS (col 2, lines 19-24).

As per **claims 2, and 26**, Flake et al further discloses further comprising: deferring a task related to the travel request; routing the task to a travel counselor for completion (col 8, lines 1-17).

As per **claims 3 and 27**, Flake et al further discloses wherein routing the task includes determining the travel counselor to receive the task based on the type of task (col 8, lines 40-43).

As per **claims 6, 19, and 30**, Flake et al further discloses wherein the at least one travel service includes an airline reservation service (col 3, lines 26-29).

As per **claims 7, 20, and 31**, Flake et al further discloses wherein the at least one travel service includes a hotel reservation service (col 3, lines 26-29).

As per **claims 8, 21, and 32**, Flake et al further discloses wherein the at least one travel service includes a rental car reservation service (col 3, lines 26-29).

As per **claims 9, 22, and 33**, Flake et al further discloses wherein the at least one travel service includes a train reservation service (col 26-29).

As per **claims 10, 23, and 34**, Flake et al further discloses wherein the at least one travel service includes a limousine reservation service (col 26-29).

As per **claims 13 and 37**, Flake et al further discloses further comprising: retrieving corporate travel data, said data including at least one travel policy;

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determining a valid travel service option from the information from the GDS in accordance with the at least one travel policy (col 3, lines 55-65).

As per **claim 15**, Flake et al further discloses wherein the at least one GDS includes the Sabre system (col 3, lines 22-25).

As per **claim 18**, Flake et al further discloses wherein the at least one GDS includes the Worldspan system (col 3, lines 26-29).

As per **claim 24**, Flake et al further discloses further comprising a call management system operative to forward requests to a user of the travel services component (col 8, lines 4-16).

As per **claims 5 and 29**, Flake et al further discloses wherein routing the task includes determining a skill grouping for the task (col 1, lines 65-67; col 2, lines 1-6).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.

4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

5. **Claims 4 and 28** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Bull et al [U.S. Patent No. 5,995,943].

As per claims 4 and 28, Flake et al discloses a method for providing travel services, the method comprising: maintaining a traveler database having traveler information; receiving a request for at least one travel service, the request identifying a traveler; requesting information regarding the at least one travel service from a Global Distribution System (GDS); retrieving traveler data from the traveler database; and displaying the traveler data in conjunction with the information from the GDS (col 2, lines 19-24). Flake et al does not disclose wherein routing the task includes determining that a travel related service has become available. However, Bull et al discloses a method for finding a requested service that was not yet available and

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monitoring information additions so that the user may be provided the information when it is available (col 6, lines 5-1). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Bull et al so that the travel agent does not have to spend unnecessary time searching for a travel service that best meets the customer's need.

6. **Claims 11, 12, 35 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of lyengar et al [U.S. Patent No. 6,360,205].

As per **claims 11 and 35**, Flake et al discloses all the limitations of claim 1. Flake et al does not disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary. However, lyengar et al discloses accessing a database record for a traveler from a previous transaction to copy that data into a current request (col 8, lines 9-30). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by lyengar et al. lyengar et al provides the motivation that the information from the previous transaction so that the request can be pre-populated with information and the user can avoid typing the information again.

As per **claims 12 and 36**, lyengar et al does not explicitly disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a

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co-traveler and further comprising copying the data regarding the co-traveler's itinerary into a current traveler's itinerary. However, it would have been obvious to one of ordinary skill in the art at the time of the invention to store another companion's previous travel record to copy the data into the traveler's new itinerary. The motivation is provided that when a couple travels together it would more convenient to access the stored record relating to both customers than to retype the request for both individuals.

7. **Claims 16 and 17** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Lynch et al [U.S. Patent No. 6,119,094].

As per **claims 16 and 17**, Flake et al discloses all the limitations of claim 14. Flake et al does not disclose wherein the at least one GDS includes the Galileo system or the Amadeus system. However, Lynch et al discloses a travel reservation system that includes the Galileo system and the Amadeus system (col 4, lines 54-60). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Lynch et al to obtain a comprehensive inventory of travel service availability.

Conclusion

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Villena et al [U.S. Patent No. 6,832,203] discloses "Skills Based Contact Routing."

Examiner's Note: Examiner has cited particular columns and line numbers in the references as applied to the claims below for the convenience of the applicant.

Although the specified citations are representative of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested that the applicant, in preparing the responses, fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as the context of the passage as taught by the prior art or disclosed by the examiner.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Shannon S. Saliard whose telephone number is 571-272-5587. The examiner can normally be reached on Monday - Friday, 8:00 am - 4:30 pm.

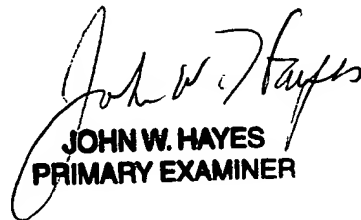
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Shannon S Saliard
Examiner
Art Unit 3639

SSS


JOHN W. HAYES
PRIMARY EXAMINER